

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: **DSS0393253**
POSITION NO: **942166**
CLASS CODE: **3764**

Date Posted: **06/20/11**
Closing Date: **07/01/11**

POSITION TITLE: **CASE ASSISTANT**

DEPARTMENT NAME: **DSS/NAVAJO NATION PROGRAM FOR SELF RELIANCE**

DEPARTMENT NO: **39** WORKSITE LOCATION: **St. Michaels, AZ**

WORKS DAYS/HOURS: POSITION TYPE: GRADE: **R56A**

Days: **MON. - FRI.**

Permanent: ☒

SALARY:

Hours: **8 AM - 5 PM**

Temporary: ☐

Duration: \$ **19,136.00** Per Annum

Part-Time: ☐

No. of Hrs/Wk: **40** \$ **9.20** Per Hour

DUTIES AND RESPONSIBILITIES:

Informs NNPSR applicants of program eligibility criteria for Cash Assistance, receives application, assists customers to complete required program forms, conducts, reviews and evaluation of eligibility requests; conducts initial and follow-up on customers interviews; informs potential NNPSR applications of federal guidelines regarding work requirements, eligibility timelimits, sanctions, child support requirements, and other requirements; advises customers of their responsibility in participating within the program, resolves routine issues and complaints regarding program services, may assist customer with disabilities, or experience face-to-face contact with irate or hostile customers; collects and copies required documents and/or place phone calls or accesses other agencies databases using a computer to verify all pertinent information including vital statistics, sources of income requirements for reporting to other agencies for Case Assistance eligibility; establishes and maintains case files by entering data into the Caseworker Advisory (CWA) System into computer, update files with progress profiles and other related documents. Responsible for entering data into the NNPSR Federal database program to collect & report data including, but not limited to adding a case for individuals included in the NNPSR Benefit Group, individuals living in household, and non-needy caretake of minor child(ren) receiving assistance; enters data into the Add adult, Add child, and Family Level data menu's for all closed and approved/active status cases during reporting month. Refers NNPRS applicants by computer automation, phone calls, or written notice to other tribal and non-tribal resources and programs for additional support services including outreach/itinerant services, emergency assistance, food, clothing, crisis intervention, medial services, and transportation of customers and their families; schedules NNPSR applicant appointments, prepares appointment letters, denial letters, recertification letters, and other correspondences; types other documents, i.e. program reports, memorandums, etc.; answers telephones and assists callers or refers callers to appropriate staff members; logs in incoming mail and distributes mail to appropriate staff members.

QUALIFICATION REQUIREMENTS:

Education and Training:

High School diploma or GED; and

Experience:

Two (2) years office or clerical experience; or an equivalent combination of education, training, and experience which provides the capabilities to perform the described duties. ***(To receive full credit for education/training, application must submit copies of college transcript, certificates, diploma, etc.)***

Special Knowledge, Skills and Abilities:

Knowledge of applicable tribal, federal, state, local laws, ordinances, statutes, rules, regulations, policies and procedures; knowledge of the principles and practices of social services work; knowledge of the Navajo Nation's regulations regarding the care of clients; knowledge of the theories and practices of human service development; knowledge of community resources available to individuals and families; skill in interpersonal communications/dealing with people; skill in communicating both orally and in writing; skill in analyzing data and drawing valid conclusions; skill in assessing situations and providing appropriate remedies; skill in workload management; skill in establishing and maintaining effective working relationships.

License/Certification Requirements:

Must pass a criminal background check and employee assessment prior to employment.

VETERANS' PREFERENCE APPLIES

THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT.

Revised: 1-15-99